

State of Vermont Department of Public Service

112 State Street Montpelier, VT 05620-2601 TEL: 802-828-2811 Received & Inspected

JUL 0 5 2012

TTY VT: 800-734-8390 email:vtdps@state.vt.us http://publicservice.vermont.gov/

FAX: 802-828-2342

FCC Mail Room

June 29, 2012

Marlene H. Dortch, Office of the Secretary Federal Communications Commission 445 12th St., SW, Rm TW-B204 Washington, DC 20554

Re: In the Matter of Telecommunications Relay Services and Speech-to-Speech Services for Individuals with Hearing and Speech Disabilities, CG Docket No. 03-123

Dear Ms. Dortch,

Please find enclosed the annual Complaint Log for the State of Vermont which includes complaints received between June 1, 2011 and May 31, 2012. This log includes the date of complaint, the nature of the complaint, the date of its resolution, and an explanation of the resolution.

Sincerely,

Sunni M. Eriksen

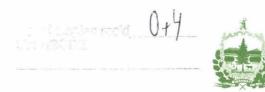
Consumer Affairs and Public Information Division

Vermont Department of Public Service

112 State Street

Montpelier, VT 05602

802.828.3081



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ORIGINAL



## Vermont FCC Complaint Log 2011 - 2012



## Complaint Tracking for VT (06/01/2011-05/31/2012). Total Customer Contacts: 2

Tally	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1		The customer called a toll free number around 11 am, and introduced their name. The outbound line asked the customer how to spell their name. The customer repeated their name two times using an analogy for spelling. The Communication Assistant responded stating that the outbound representative did not know how to spell the name, and informed the customer that they need to spell it out so that it can be read to the caller. The customer stated that it had already been typed to the Communication twice, and the customer did not like the attitude of the Communication Assistant.	06/22/11	Center manager and supervisor met with the Communication Assistant concerning this matter. The Communication Assistant was coached that what was typed was inappropriate The Communication Assistant understands.
2	06/27/11	Technical - General	06/29/11	Customer reported receiving a call failure message when trying to make a captioned call. Research showed the call was on the edge of the Canadian border and there was confusion between it being a long distance international call vs. local call. Technical support made an adjustment to allow the call to go through the system. Customer called and confirmed this resolved the matter.